



Program Details & Frequent Asked Questions

Payments Types Accepted:

- 1) Debit Card attached to a Checking Account
- 2) Alternative Option Accepted (If your customer does not have a traditional debit card connected to their checking account)
 - Government issued debit cards- Social Security, Disability, Veteran Benefits
 - Employer Issued Payroll Cards- must be provided from employer

Payment Types We Can Not Accept:

- Pre-Paid- (Gift cards-pre-loaded by customer)
- Credit Cards
- Cash

Initial Payment Fee Details \$40 (\$10 in CO, OK, IN, IA)*

The \$40 fee is part of our approval process- the customer must have at least a \$40 balance in their account when they apply.

- Upon approval there will be a "hold" placed on the \$40 - it will go into "Pending"
- Upon signing the lease the \$40 will be drafted from the account to cover fee

Notes:

- If the customer is declined- There will be no draft/fee
- The hold is only temporary and if lease is not signed right away the hold will naturally roll back into available balance between 3-5 business from approval date
- If lease is never signed- the fee is never drafted

Canceling an Approval/Contract:

If a customer changes their mind about purchasing after approval, and prefers not to wait on the \$40 hold to fall off naturally in 3-5 business days, they can cancel their approval. This can be done in the customer's profile- simply click "Cancel Contract"- This will force the hold off and the \$40 will roll back into their available balance as soon as it is released by their bank.

*If canceled- the customer will no longer be approved and will need to wait 30 days to reapply.